# **Mohammad Nusairat**



PERSONAL

SUMMARY

Personal Information

Jordanian 31.05.1986 Speaks Arabic, English Contact Info.



Mhmad\_nesert@yahoo.com 00962776196876

A well-presented, articulate and confident individual with a proven ability to provide exceptional customer service with the highest standards of hospitality and service to guests adhering to all the Ritz Carlton and Marriott brand standards and hotel policies, procedures and regulations, while striving towards total guest satisfaction.

Having an outgoing personality, good interpersonal skills and the ability to work in a multi-national team environment with confidence. Comfortable working in a fast paced environment and able to build and maintains good relationships with work colleagues and guests through a genuine desire to understand their needs and support them.



EDUCATION

Diploma Degree , Airport Management & Airlines 2007-2009

### HISTORY CAREER









#### THE RITZ CARLTON









Night Manager | The Pullman Jumeirah lakes towers hotel October 2019 Till April 2020

The Oberoi Hotel Ajman

Duty Manger | October 2018 till

October 2019

Front Desk Supervisor | The Ritz Carlton Wadi Desert | May 2017 – August 2018

Front Office Shift Leader | Millennium Fujairah Hotel | Feb 2015 – April 2017

Front Office Agent | The Ritz Carlton Dubai International Financial Center Feb 2012 – May 2014

AYS Agent | Salalah Marriott Resort |
Dec 2010 – Jan 2012



## ACHIEVEMENTS

Certified International First Aider Successfully completed the Fire Safety Successfully completed the Front Office Up-selling Training (TSA) Certified Fire Fighter

# WORK EXPERIENCE AND DUTIES



Manages day-to-day operations, ensuring the quality, standards and meeting the expectations of the guests on a daily basis.

Utilizes interpersonal and communication skills to lead, influence, and encourage others; leads by example.

Participates in department meetings and continually communicates a clear and consistent message regarding the Front Desk goals to produce desired results.

Supervise the operations of the Front Desk to ensure an optimal level of service and hospitality is provided to the guests.

Ensure that the Police CID Reporting System is updated hourly each day with proper process in place for 100% compliance and capturing of all quest records.

Assuring that all Front Desk receptionists are continually updated of hotel rates, packages and discounts to appropriately handle guest inquiries.

Supervises same day selling procedures to maximize room revenue and property occupancy.

Participates in the development and implementation of corrective action plans to improve guest satisfaction.

Serves as the property Manager on Duty and directs all property operations during the overnight shift, ensuring that the highest levels of hospitality and service are provided and all employees perform the tasks assigned to them.

Manager on Duty for the hotel dealing with complaints, problem

solving, disturbances, special requests and any other issues that may arise.

Identifies the developmental needs of others and coaching, mentoring, or otherwise helping others to improve their knowledge or skills. Reviews financial statements, sales and activity reports, and other performance data to measure productivity and goal achievement and to determine areas needing cost reduction and program improvement.

Ensure that all arrivals, departures, no shows, extensions, amendments and OPERA related matters are.



REFERENCES

Upon request